



Jim Doyle
Governor

Helene Nelson
Secretary

1 WEST WILSON STREET
P O BOX 8916
MADISON WI 53708-8916

Telephone: 608-267-3905
FAX: 608-266-6836
dhfs.wisconsin.gov

State of Wisconsin
Department of Health and Family Services

**Program Enhancement Plan (PEP)
Continuous Quality Improvement (CQI)
Full Committee Meeting Minutes
June 28, 2005**

Report on the Quality Service Review (QSR) Field Test and Tool:

- It was felt that the QSR allows for more quality interaction with the workers and families during the interviews and feedback sessions.
- QSR can be modified to add components of the Child and Family Service Review (CFSR).
- Counties do want to make sure that the QSR outcomes and guidelines fit into the Federal Review and its standards for compliance.
- Counties want assurance that the accuracy of the review and the protocol combine the data from the reviews and that of the information found in Wisconsin Statewide Child Welfare Information System (WiSACWIS).

Pro's and Con's:

CFSR:

Pro's~ this tool measure exactly what the Federal Government reviews.

Con's~ The language is not user or client friendly. There is no opportunity to give direct worker feedback.

The CFSR associates a numeric value to case work but does not connect the information to outcomes and best practices.

QSR:

Pro's~ The language is fitting to the client and circumstances under review. There is a method for interaction with the clients and workers for feedback to be provided. The protocol can be modified to fit with Wisconsin's needs including the PEP.

Con's~ There is some concern about meeting the requirements of the CFSR during the next Federal Review if the QSR is chosen as the review tool. Will this tool get Wisconsin to a level that will support the next CFSR review?

Primary areas to compare the CFSR & QSR protocols

- Quality of feedback
- Impact on the counties
- Relevance to practice
- Ability to inform QI
- Feasibility of Administration

Questions considered in choosing a protocol?

- What do counties hope to get out of CQI?
 - Guidance & direction, useful and positive monies and resources
 - Daily ongoing relevant and shared learning
 - Self sustaining
 - Benchmarking, high standards, regional outlook of the process and outcomes on projects.

- What experience have counties had doing CQI? What was the result?
 - Incremental data/steps coordinated focus
 - Improved documentation
 - Improved training
 - Information provided to workers/staff
 - Language

- Do counties have ideas for how you would like to approach CQI?
 - Small things that could be done continually ~ Family Team Meetings, File Reviews
 - Review current practice and strength based with language

- What concerns do counties have?
 - More work on overburdened system unique to county systems
 - Need to use data differently and more accurately

- What assistance would be helpful?
 - State issue of “non-negotiables” with fiscal support
 - Good consistent data
 - Engage all partners
 - Who decides what needs to be done? And who to educate this process.

Questions for the State?

- What are the states wishes/expectations for CQI in the counties?
 - Regional workgroups and learning.
 - CQI will help with the adoption of the new standards and priorities.

- What CQI activities will take place at the state level?
 - Need for pacing

- What assistance/support can the state provide to the counties?
 - Area Administrator participation in all phases, including review and support of the CQI team and process.
 - State helps county get it off the ground and sustain
 - Data ~ useful not overwhelming integrate with WisACWIS

- Skill based training where helpful, training ~ representation of training Partnerships advice on local monitoring of strengths and weaknesses.
- Linked to reviews and WiSACWIS and Children's Court Initiative (CCI)

Purpose of WI CQI Efforts:

- Assure that expectations of families and actions of child welfare professionals are guided by clear and comprehensive policies and standards of practice. (Values & Principles)
- Improve quality and usefulness of information needed to evaluate the safety, permanence and well-being of children. (Broad involvement and responsibility)
- Assure quality and effectiveness of services for children by regularly reviewing programs and practices.
- Build on Strengths of existing programs and support the efforts of child welfare agencies to maintain an environment that encourages learning and program improvement.

Decision of the Continuous Quality Improvement Committee:

The committee has chosen to use the QSR Tool.

Protocol Design Team will meet July 19-20 and the 21st.

Next CQI Committee Meeting will be AUGUST 2nd at the Pyle Center.